



STUDENT FINANCIAL ASSISTANCE Rational Tool Implementation Support Team CHARTER

1.0 Purpose and Scope

The purpose of the Student Financial Assistance (SFA) Rational Support Team (RST) is to support SFA CIO IT projects in the effective start-up and use of the Rational tool set. Our goal is to significantly reduce start-up time and effort for projects desiring to use the Rational tool suite of products. The RST supports IT projects in the development and use of processes, job-aids and procedures, which support the use of the Rational tool suite, and provide cost savings via reuse. The team also captures best practices to improve the SFA's reuse objectives.

The scope of the RST is to:

- ☐ Provide support to designated projects in the implementation and use of the Rational tool suite.
- ☐ Provide technical advice and support to the project teams.
- ☐ Act as the primary implementation entity of Rational Tools suite implementations across modernization.
- ☐ Measure the use and benefits of the Rational tool suite.
- ☐ Establish a consistent and uniform format in tool resource management, i.e., standard file, user, group naming conventions.

2.0 Rational Support Team Responsibility

The RST has the responsibility and the authority to:

- ☐ Prepare and Rollout tool support Program:
- ☐ Document review effort and identify key success criteria for teams
- ☐ Establish a best practice repository for Rational processes and procedures
- ☐ Train teams on all major components of tools in scope for support implementation.
- ☐ Work with the project teams and the VDC to deploy tool capability
- ☐ Design and configure tool environment and appropriate repositories for designated projects
- ☐ Deploy in-scope tools, support project in documenting core procedures needed to support environment

- ☐ Coach core project team members on the use of the tools and measurements to collect and report
- ☐ Provide on-going coaching and mentoring support.

3.0 RST Sponsor

The SFA Chief Information Officer sponsors the Rational Support team. The Executive Sponsor is the Deputy CIO E-Commerce Application Development (eCAD).

4.0 RST Executive Steering Committee

The RST Executive Steering Committee oversees the activities for deployment of the Rational Tool effort. The RST receives guidance from the CMM Executive Steering Committee. The RST Executive Steering Committee consists of the eCAD Deputy CIO, and a Modernization Partner Executive.

5.0 RST Membership

The RST membership consists of Core Members, Stakeholders and Subgroups. The identification of RST members are defined below:

- a. Core Members typically participate in all RST activities. The Core Members are:

- ☐ RST Leader
- ☐ Modernization Partner Lead
- ☐ SFA Technical Lead
- ☐ ClearCase Deployment Lead (Product Support Specialist*)
- ☐ ClearQuest and RequisitePro Deployment Lead (Product Support Specialist*)
- ☐ Communication Lead
- ☐ Resource Librarian
- ☐ Stakeholder Liaison

* See the Product Support Specialist Role description for more detail

- b. Stakeholder Members participate as needed. Stakeholder meetings are called periodically by the RST Leader to obtain insight, additional data, and concurrence on deployment efforts. A Stakeholder meeting will be called shortly after deployment to discuss lessons learned and to gauge the success of the deployment effort. The Stakeholder Members are representatives from:

- ☐ CIO Organization
- ☐ Integrated Product Teams (IPT) Projects

6.0 RST Conduct of Operations

The RST makes timely decisions via consensus. If the RST is unable to reach a consensus, the RST Leader will refer the issue to the Executive Steering Committee for resolution.

Authorization Page

This charter was reviewed and approved by:

Signature _____ Date _____
Deputy CIO E-Commerce Application Development,
Constance Davis

Signature _____ Date _____
Project Manager, Frank Kidd ECAD

Signature _____ Date _____
Modernization Partner Executive, Elisabeth Schmidt

Signature _____ Date _____
Modernization Partner Project Lead, Ron Langkamp